

Tudor Merchant's House Access Statement
Quay Hill
Tenby
Pembrokeshire
SA70 7BX

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Introduction

1. Tudor Merchant's House is a 3 storey Tudor town house in Quay Hill which slopes up from Tenby Harbour or accessed down two sets of steps from Tenby town centre. There are three stone steps up into the property with an uneven stone floor in the admissions/kitchen area. There is a small courtyard garden accessed via a stone step up from the kitchen. The garden has uneven stone slabs and may be closed when wet.
2. Mobile phone reception within the house is poor. The house number is 01834 842279.
3. Assistance dogs only are welcome inside the property.
4. Due to Fire Regulations, we have a maximum limit of 30 people allowed in the house including staff and volunteers at any one time. Currently guided tours are operating for 12 people per session.

Arrival & Parking Facilities

1. The house is signposted from the harbour up Quay Hill and opposite the Lifeboat Inn off Tudor Square down the steps or via a gentle longer slope up Bridge Street.
2. There is no car park and Tenby town centre has narrow streets with very limited parking. Coaches cannot access the town centre. However, visitors can be dropped off from cars or coaches just outside of the town walls near the Five Arches entrance to the walled town, with a 10-minute walk to the house. There are a few Blue Badge parking spaces in the harbour area however they tend to be full most of the time. Tenby Rail Station is a 15 min walk the house.
3. There is wheelchair/pushchair access avoiding the hill and the steps via Bridge Street.
4. There is a park & ride service operating from Salterns Car Park when the walled town is closed to traffic usually from early July until early September. The coaches stop at the Five Arches Entrance to the walled town and run about every 20 minutes.

WCs

1. We do not have a visitor toilet. Public conveniences are located next to Castle Beach and at the rear of the Market Hall within the town.

Visitor Reception

1. The ground floor is paved with stone tiles and is uneven and gently slopes up to the admissions desk. There are three stone steps into the house which are narrow and are 9cm, 13cm and 19cm high and the bottom step slopes in line with the street.
2. The entrance door is 92cm wide and is manual opening and made of wood, it is usually left open when the house is open to visitors. There is no handrail. There is no alternative entrance/exit due to the proximity of neighbouring properties.
3. When the house is temporarily closed due to maximum visitor numbers being reached the entrance door will be opened by a member of staff whilst monitoring visitors going out and coming in.
4. The height of the reception desk is 92cm and the PDQ Card machine is to the right of the admissions desk at the same height (92cm). (Currently there is no PDQ Machines as visitors are booking/paying via the NT website). The staff will come around to talk to anyone at the front of the desk if needed. A clipboard is available to lean on if required.
5. The admissions area is well lit with natural light from the open door and front window. There is artificial LED spotlighting around the admissions area.
6. There is one small stool available which is 46cms high. There is a Barrel Chair with curved sides which is 43cm high in the adjacent kitchen.
7. There is an induction loop available at the admissions/membership recruitment desk. There are two portable induction loop sets which can be used by visitors and house team.
8. We ask all visitors to follow Welsh Government guidelines during their visit to keep everyone safe from Covid 19. Some of the house team may continue to wear face masks even if they are not mandatory.

House

1. The house is approached via a cobbled street either via Quay Hill or Bridge Street. (See above).

2. The ground floor admissions/kitchen area flooring is made of stone slate tiles, with two door mats at the base of the stairs and another at the front of the garden entry/exit door. The middle floor is wooden with the addition of two large rush mats at the far end and two mats at the bottom of the stairs. Two sides of the middle floor wall have wall hangings to absorb echoes. There is only one small tapestry wall hanging in the bedchamber on the top floor. A rush mat is placed next to the bed.
3. The house has a reasonable amount of natural light from the leaded windows all around, there is LED spotlighting throughout the house with additional lighting which can be used on the stairs during particularly dark periods. At least one window on each floor is usually opened for ventilation.
4. There are two flights of wooden stairs within the house, one from the ground floor to the middle floor and the second from the middle to the top floor. There are handrails, but visitors must be aware that the stairs are quite narrow on the turn from the middle to the top floor.
5. There are no narrow corridors or small spaces apart from the Garderobe/Latrine Tower which can be avoided.
6. There is no wheelchair or pushchair access due to the layout and age of the building. There is room in the reception area to leave a small wheelchair or pushchair.
7. There are seats and benches to sit on throughout the house. There are benches (46cm) in height and a Barrel Chair which is 43cm high in the kitchen. There are three carver chairs with armrests on the middle floor with arms at 46cm in height. There is another carver chair and settle on the top floor bedchamber.
8. We aim to have a member of staff or a volunteer on each floor but due to the house having only a small team this cannot be guaranteed. If any visitors have any special requirements the staff are very flexible and will do their utmost to accommodate any special requests. (It is helpful if visitors contact us before their visit).
9. The house is currently operating with pre booked guided tours only. On arrival visitors are given a short introduction using a tactile model of the house supported by multilingual and braille information sheets which are available upon request. There is some interpretation on show with English/Welsh translations. The house story is introduced within the house by the house team. There is a fixed Induction Loop on the Admissions Desk, and two portable Induction Loops are available for the house team to use whilst conducting the tours.
10. Powered wheelchairs or powered mobility vehicles can be left outside the house on Quay Hill. There is quite a slope, and they cannot be viewed from inside of the house. Pushchairs can be left next to the admissions desk during quiet periods.

11. There are no actual quiet areas where people can sit if they don't want to do the same amount of the visit as other members of their group. However, there are several seats available and as the house is quite small visitors tend to move through quite quickly.

Catering

1. There is no Food and Beverage offering at Tudor Merchant's House.

Retail

1. There is no retail offering. Donations are welcomed for Guidebooks. There is a collecting tin in the kitchen. Postcards and National Trust Visitor Information is available on the Admissions Desk.
2. There is only one till used for recording visitor numbers only.

Garden

1. The small courtyard garden is accessed via the kitchen. A map is not needed.
2. There is one stone step 20 cm high leading up into the garden which is paved with stone uneven slabs. There is no handrail. There is no alternative route into the garden.
3. The garden may be closed when the stone slabs are wet to prevent visitors from accidentally slipping on the stone slabs.
4. The garden is fairly level, but the stone slabs are uneven with gaps in between.
5. The wooden entrance door to the garden is 63.5 cm wide and there is no handrail.
6. The plants all have a Tudor connection, and most have slate labels with the English/Welsh/ Latin plant names for information.
7. There is one small bench which is not suitable for sitting on.
8. There is no water feature but there is a water butt at the far end with no lid.

Contact details for more information

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